

Appendix B: Customer's responsibilities

In order to be able to supply (a) correctly working System(s) according the specifications laid down in the URS within the specified delivery time(s) and price(s) we need your support.

Our offer is based on the fulfillment of the following Customer's responsibilities:

- The Customer will supply - ultimately at the moment that the System(s) is/are ordered - a set of Document(s). In case it is not possible to supply the original document, the Customer will supply a set of documents, which are identical to the Document(s) as close as possible, and a detailed specification of the Document(s) in writing. The quantity of documents included in the set is mutually agreed upon. The supplied set is further referred to as Test Set.
- In case (a) System(s) is/are ordered for the programming and verification of the contactless chip, the Customer will supply - ultimately at the moment that the System(s) is/are ordered - a full description of the software and data structures used in the contactless chip as well as a detailed information about the functions which are available for loading and verifying the data in the contactless chip.
- In case (a) System(s) is/are ordered for applications such as laser engraving, laser perforation, inkjet printing, chip programming or labeling, then please note that the quality of each application depends among others on the material used in the Document(s). Test samples should be produced in order to check if acceptable results can be achieved. Production of the test samples using the Test Set, is included in our price. A set of these samples, further referred to as Reference Set, is kept as reference at IAI in order to verify if the System(s) produce(s) at the same quality level.
- In case of laser perforation gasses are created. The composition of the gasses originating during the perforation process depends entirely on the material used in the Document(s). IAI advises the Customer to have the gasses analysed for toxic components. Please note that our pricing assumes that no toxic components are found.
- The Customer will supply timely sufficient test Document(s) and test laminates to IAI, when requested, for instance for internal testing and completion of the acceptance test(s). For this IAI will inform the Customer ahead of time about the exact amount of Document(s) required.
- After delivery of the System(s), the Customer will transport the System(s), to its final position on Site(s). This shipment will takes place within one (1) week after delivery.
- The Customer will in time prepare the Site(s) for installation of the System(s). For this IAI will inform the Customer ahead of time about the exact requirements of the System(s)
- During Warranty and thereafter, the Customer will provide proper maintenance to the System(s). Such maintenance includes among others cleaning of the System(s), certain

calibrations and check ups as specified in the Operator Manual and - upon IAI's request - perform tests in order to diagnoses faults and perform (small) repairs.

For this the Customer will have trained technical engineers available on Site(s), further referred as Local Engineers. The training of the Local Engineers shall be at least on a level of first line maintenance which requires the IAI First Line Maintenance Training. The pre-requisitions for the IAI First Line Maintenance Training are technical know-how about production systems in general, able to use a PC computer running Microsoft Windows NT and electronic and mechanical engineering background.

- IAI can offer the Customer second line maintenance support comprising preventive and corrective maintenance of the System(s), if required.
In case of a service request, the Customer will report in detail to IAI the nature of the problem, its potential cause and the already performed actions in order to solve the problem and its results. In case the Customer requests an IAI service engineer on Site(s), the Customer will supply this information at the time of the request in writing (e.g. by fax).
Work not covered by Warranty or by a Maintenance Contract will be charged to the Customer's account at hourly rates and travel, board and lodging are charged at actual cost.
- When (an) IAI (service) engineer(s) is/are present on Site(s), the Customer will arrange access to the System(s) and the required facilities such as electrical power, Document(s) for testing, local assistance, etc. in order to perform installation, testing, training, maintenance and/or repair easily and in one contiguous action without interrupts caused outside the control of IAI.
- ImagePerf, TLI and ImagePerf//TLI are patented security features and for its use a license fee shall be paid. For this the Customer will enter into a License Agreement with IAI. If the Customer lends, rents or sells the System(s) or make them available to third parties in any other way, the Customer will inform IAI who the user(s) is/are and where the System(s) is/are located. The Customer shall see to it that the user(s) will adhere the obligations laid down in this paragraph.
- At the end of the lifetime of the System, the Customer will arrange that the System(s) is/are destroyed. If the Customer sells the System(s), the Customer will inform IAI who the new owner(s) is/are and where the System(s) is/are located. The Customer shall see to it that the new owner(s) will adhere the obligations laid down in this paragraph.
- All services and materials supplied by the Customer are offered at no cost to IAI.

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